GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:3907
ANSWERED ON:09.08.2016
Training of PCR Personnel
Patil Shri Bheemrao Baswanthrao

Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether the Delhi Police has any proposal to train several PCR personnel to speak fluent English with foreign accent and if so, the details thereof;

(b) whether this move will improve their communication skills while dealing with foreigners and if so, the details thereof; and

(c) whether these PCR staff, also tasked with receiving calls on the helpline numbers for foreigners are likely to be trained by some foreigners and if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS
(SHRI HANSRAJ GANGARAM AHIR)

(a) & (b): Delhi Police has reported that a 40 days duration training programme for "English speaking course and soft skills" is being conducted regularly to train the Police Control Room staff since February, 2015 to enable them to speak fluent English.
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Till 30.06.2016, 532 police personnel of Police Control Room have been imparted the training. This move has improved the communication skills of the police personnel while dealing with foreigners as well as general public. Delhi Police has a dedicated helpline number 8750871111 for the redressal of grievances of the foreigners.

(c): Foreigners have not been engaged for imparting the language training to PCR staff.
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